

SERIAL NUMBER	FILING DATE	CLASS	GROUP ART UNIT	ATTORNEY DOCKET NO.
09/427,149	10/25/99	705	2761 2163	73618/RHS-00

APPLICANT

RICHARD E. WARD, SAN FRANCISCO, CA.

## \*\*CONTINUING DOMESTIC DATA\*\*\*\*\*

VERIFIED

(none) bvd

## \*\*371 (NAT'L STAGE) DATA\*\*\*\*\*

VERIFIED

(none) bvd

## \*\*FOREIGN APPLICATIONS\*\*\*\*\*

VERIFIED

(none) bvd

IF REQUIRED, FOREIGN FILING LICENSE GRANTED 11/16/99 \*\* SMALL ENTITY \*\*

Foreign Priority claimed 35 USC 119 (a-d) conditions met	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Met after Allowance	STATE OR COUNTRY CA	SHEETS DRAWING 12	TOTAL CLAIMS 65	INDEPENDENT CLAIMS 5
Verified and Acknowledged Examiner's Initials	bvd Initials	2/21/02			

ADDRESS

PILLSBURY MADISON & SUTRO LLP  
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TITLE

METHOD AND SYSTEM FOR CUSTOMER SERVICE PROCESS MANAGEMENT

FILING FEE RECEIVED \$928	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT NO. _____ for the following:	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____
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